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Not applicable

IT Service Management

Police, Fire and Crime Commissioner for Northamptonshire

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-016705

Procurement identifier (OCID): ocids-h6vhtk-045883

Published 29 May 2024, 10:49am

Section I: Contracting authority/entity

I.1) Name and addresses

Police, Fire and Crime Commissioner for Northamptonshire

Darby House, Darby Close, Park Farm Industrial Estate

Wellingborough

NN8 6GS

Contact

Claire Fox

Email

claire.fox@northants.police.uk

Telephone

+44 7557778742

Country

United Kingdom

Region code

UK - United Kingdom

National registration number

n/a

Internet address(es)

Main address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/105822>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/105822>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

IT Service Management

Reference number

OPFCC Northamptonshire

II.1.2) Main CPV code

- 48620000 - Operating systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Northamptonshire's Police Fire and Crime Commissioner is looking to procure a joint IT Service Management (ITSM) platform for Police and Fire customers.

The IT Technical Support team currently have to use two ITSM platforms, one an older version (for Police) and more recent version for Fire.

The Police system has on average 2.2k incidents and requests coming through each month, Fire has approximately 120.

The two-system set up has proved to be a significant complication for Technical Support teams as well as for business customers.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2024/S 000-014927](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.2) Other additional information

Bidders response date changed to 10th June 2024.